

Pharmacy Technician CTAG Learning Outcomes:

1. Personal/Interpersonal Knowledge and Skills

- Demonstrate ethical conduct.
- Present a professional image in pharmacy practice in both image and behavior.
- Demonstrate and recognize the use of effective written, oral and nonverbal communications with clients, colleagues, healthcare providers and public in pharmacy practice.
- Demonstrate problem solving skills.
- Apply self-management and interpersonal skills.
- Demonstrate an understanding of cultural diversity and the importance of cultural competence.

2. Foundational Knowledge and Skills

- Perform mathematical calculations essential to the role of a pharmacy technician, including dose conversions, quantity/days' supply, metric conversions, percents and solutions, calculating dose based on weight, alligations, and roman numeral conversions.
- Demonstrate a basic knowledge of anatomy, physiology and pharmacology, and medical terminology as it pertains to pharmacy practice.
- Know common brand name and generic name drugs and drug therapy classes.
- Describe the various types of dosage forms and routes of drug administration.
- Describe the differences between over-the-counter (OTC), behind-the-counter (BTC) and prescription drugs (Rx) – including controlled vs. non-controlled prescription drugs.
- Explain the basic mechanism of action, common indications, important abbreviations, and side effects of common brand name and generic name drugs.
- Explain generic substitution.
- Explain the similarities and differences between the various pharmacy practice settings.
- Describe the major types of drug distribution within healthcare facilities, including advantages and disadvantages of unit dose distribution.
- Describe wellness promotion and disease prevention concepts.
- Understand applicable state and federal laws and demonstrate an ability to maintain patient confidentiality.
- Understand the laws and regulations for the handling and distribution of controlled substances.
- Explain the general functions of the pharmacist and the roles, duties, and limitations of technicians.
- Explain the role of the pharmacy technician in the patient care process.
- Demonstrate knowledge of the requirements for state registration and national certification, along with the required continuing education for continued registration.
- Explain the importance of maintaining competency through continuing education and continuing professional development.
- Know the responsibilities and scope of the various registration options for technicians in Ohio.
- Describe the use of current technology in pharmacy practice to ensure the safety and accuracy of medication dispensing.
- Describe the role and best practices of leading quality organizations.
- Apply self-management and interpersonal skills.
- Apply patient- and medication-safety practices in all aspects of the pharmacy technician's roles.
- Obtain CPR, AED and First-Aid certification.

3. Processing and Handling of Medications and Medication Orders

- Collect, organize, and record patient demographic information.

- Receive and screen prescriptions/medication orders for completeness, accuracy, and authenticity.
- Demonstrate proficiency in assisting the pharmacist in preparing, storing, filling, and distributing medication products.
- Interpret medication orders and prescriptions, including the explanation of the factors that cause medication errors regarding pharmacy practice.
- Process prescriptions accurately and efficiently.
- Apply proper customer service procedures related to professional communication, appearance, and knowledge of allowed duties when working under a licensed pharmacist in a variety of settings.
- Explain procedures used in pharmacy practice to communicate a product recall or shortage or a medication error.
- Explain accepted procedures used to identify and dispose of expired medications.
- Explain accepted procedures in delivery and documentation of immunizations.
- Demonstrate familiarity with third party insurance and perform necessary functions for reimbursement.
- Understand labeling and packaging requirements, auxiliary labels, and labeling of generic drugs.
- Understand prescription transfer requirements.
- Assist the pharmacist in identifying patients that require counseling.
- Assist pharmacist in medication reconciliation.
- Identify and report fraudulent prescriptions.
- Prepare, store, and deliver medications requiring special handling.
- Prepare patient specific and non-patient-specific medications for distribution.
- Prepare medications requiring compounding of non-sterile products in accordance with USP 795.
- Prepare medications requiring compounding of sterile products in accordance with USP 797.
- Maintain pharmacy facilities and equipment.
- Understand and adhere to infection control procedures.
- Identify, handle, dispense, and dispose of hazardous medications.
- Describe Food and Drug Administration product tracking, tracing and handling requirements.
- Apply quality assurance practices to pharmaceuticals, durable and non-durable medical equipment, devices, and supplies.
- Maintain and stock inventory.
- Apply accepted procedures in inventory control of medications, equipment, and devices.
- Purchase pharmaceuticals and supplies.
- Use current technology to ensure the safety and accuracy of medication dispensing.
- Collect payment for medications, pharmacy services, and devices.
- Adhere to all federal and state regulations including all OSHA standards, standard precautions, aseptic techniques, as well as HIPAA regulations.